

## Attachment 3

Attachment 3: Backlog Dashboard with Detail

### Backlog Summary Tab

Purpose: Provides an aggregated view of backlog applications and recertifications for various programs.

**Columns**

**Program:** Lists the programs (Adult Public Assistance, Food Stamps).

**Time Buckets (e.g., 000-30 days, 031-45 days):** Categories indicating how long applications/recertifications have been unacted or pending.

**Total:** Total backlog count across all time buckets.

### Timeliness Summary Tab

Purpose: Provides the average timeliness of approved applications and recertifications for the six months prior to the report month.

**Timely Actions (timeframe)**

Lists the timeliness for each program (Adult Public Assistance, SNAP) by category (Application, Recertification and SNAP Expedite Applications).

**Application Decision Cycle time (timeframe):** Average number of days it takes to process to completion (approvals and denials) an application for each program (Adult Public

Average number of days it takes to process to completion (approvals and denials) an application for each program (Adult Public Assistance, SNAP).

### SNAP Backlog Detail Tab

**Purpose:** Details the backlog specifically for the Supplemental Nutrition Assistance Program (SNAP), including expedited and non-expedited cases.

**Columns**

**Program Categories:** Breaks out SNAP expedited, non-expedited applications, and recertifications.

**Time Buckets (e.g., 000-30 days, 031-45 days):** Categories indicating how long applications/recertifications have been unacted or pending.

**Number Pended:** The number that are being processed, in a pending status and not yet completed.

**Number Unacted:** Cases yet to be acted upon.

**Oldest:** Date of the oldest application/recertification case.

### APA Backlog Detail Tab

**Purpose:** Provides the backlog for Adult Public Assistance (APA) applications and recertifications.

**Columns**

**Program Categories:** Breaks out APA applications and recertifications.

**Time Buckets (e.g., 000-30 days, 031-45 days):** Categories indicating how long applications/recertifications have been unacted or pending.

**Number Pended:** The number that are being processed, in a pending status and not yet completed.

**Number Unacted:** Cases yet to be acted upon.

**Oldest:** Date of the oldest application/recertification case.

### SNAP Timeliness Detail Tab

**Purpose:** Details the application approval timeliness specifically for the Supplemental Nutrition Assistance Program (SNAP).

**Rows:**

**Month:** Identifies the calendar month related to the data in the row

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**Prev six:** Aggregate data for the six months prior to the report month

**Columns:**

**Total Approvals:** The number of cases approved in the month for the related category (Application, Recertification, Expedite Application, All approvals)

**Timely Approvals:** The number of cases from the total approvals that were approved within required timeframes for the related category (Application, Recertification, Expedite Application, All approvals)

**Performance:** The percentage of the total number of cases approved timely by category (Application, Recertification, Expedite Application, All approvals)

### APA Timeliness Detail Tab

**Currently under development:** At this time we are experiencing an issue with one of our timeliness data reports not capturing all data points required to generate this metric for the APA program. The division has been able to identify the root cause of the APA data issue. This will take significant programming resources. Once scope of work is outlined a timeline for provision will be included.

**Purpose:** Details the application approval timeliness specifically for the Adult Public Assistance Program (APA)

**Rows:**

**Month:** Identifies the calendar month related to the data in the row

**Prev six:** Aggregate data for the six months prior to the report month

**Columns:**

**Total Approvals:** The number of cases approved in the month for the related category (Application, Recertification, All approvals)

**Timely Approvals:** The number of cases from the total approvals that were approved within required timeframes for the related category (Application, Recertification, All

**Performance:** The percentage of the total number of cases approved timely by category (Application, Recertification, All approvals)

Backlog Applications/Recertifications - Updated 06/05/2025															
Program	0-30 days	31-45 days	46-60 days	61-90 days	91-120 days	121-150 days	151-180 days	181-210 days	211-240 days	241-270 days	271-300 days	301-330 days	331-360 days	over 360 days	Total
<b>APA Total (Applications and Recerts)</b>	<b>137</b>	<b>95</b>	<b>238</b>	<b>214</b>	<b>70</b>	<b>32</b>	<b>6</b>		<b>1</b>	<b>1</b>		<b>1</b>	<b>1</b>		<b>796</b>
<b>APA Applications</b>	-	137	95	238	214	70	32	6	-	1	1	-	-	1	<b>795</b>
<b>APA Recertifications</b>	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1
<b>Food stamps (applications, expedites &amp; recertifications)</b>	<b>513</b>	<b>841</b>	<b>292</b>	<b>554</b>	<b>1,016</b>	<b>356</b>	<b>146</b>	<b>104</b>	<b>11</b>	<b>1</b>	<b>1</b>	<b>1</b>			<b>3,836</b>
<b>Food Stamps (Expedite)</b>	513	43	16	28	1	2	1	-	-	-	-	-	-	-	<b>604</b>
<b>Food Stamps (non-Expedite Applications)</b>	-	392	125	160	399	290	72	52	5	1	1	1	-	-	<b>1,498</b>
<b>Food Stamps (Recertifications)</b>	-	406	151	366	616	64	73	52	6	-	-	-	-	-	<b>1,734</b>
<b>Total</b>	<b>513</b>	<b>978</b>	<b>387</b>	<b>792</b>	<b>1,230</b>	<b>426</b>	<b>178</b>	<b>110</b>	<b>11</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>4,632</b>

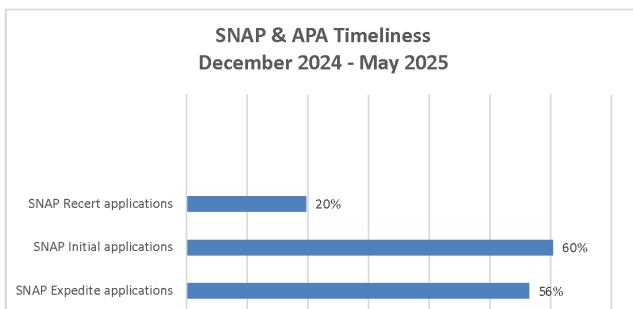
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**State of Alaska Dept. of Health – Division of Public Assistance  
SNAP and APA Timeliness - Report Date July 2025**

Timely Actions December 2024 - May 2025	
Program	Percent Timely
SNAP Applications and Recerts	48%
SNAP Expedite applications	56%
SNAP Initial applications	60%
SNAP Recert applications	20%
<b>Placeholder for APA Data</b>	

Application Decision Cycle Time December 2024 - May 2025	
Program	Average Days
SNAP	45
Placeholder for APA Data	



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SNAP Backlog Detail (Updated 06/05/2025)																			
Program	000 to 30 days	031-45 days	046-60 days	061-90 days	091-120 days	121-150 days	151-180 days	181-210 days	211-240 days	241-270 days	271-300 days	301-330 days	331-360 days	over 360 days	Total	Number Pending	Number unacted	Oldest	
<b>SNAP Total (Applications and Recerts)</b>	<b>513</b>	<b>841</b>	<b>292</b>	<b>554</b>	<b>1,016</b>	<b>356</b>	<b>146</b>	<b>104</b>	<b>11</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>-</b>	<b>-</b>	<b>3,836</b>	<b>1049</b>	<b>2787</b>	<b>2024-08-05</b>	
<i>SNAP (Expedite &gt; 7 days)</i>	<i>513</i>	<i>43</i>	<i>16</i>	<i>28</i>	<i>1</i>	<i>2</i>	<i>1</i>	<i>-</i>	<i>-</i>	<i>604</i>	<i>373</i>	<i>231</i>	<i>2024-12-27</i>						
<i>SNAP (non-Expedite Applications)</i>	<i>-</i>	<i>392</i>	<i>125</i>	<i>160</i>	<i>399</i>	<i>290</i>	<i>72</i>	<i>52</i>	<i>6</i>	<i>1</i>	<i>1</i>	<i>1</i>	<i>-</i>	<i>-</i>	<i>-</i>	<i>1,490</i>	<i>473</i>	<i>1025</i>	<i>2024-08-05</i>
<i>SNAP (Recertifications)</i>	<i>-</i>	<i>406</i>	<i>151</i>	<i>366</i>	<i>616</i>	<i>64</i>	<i>73</i>	<i>52</i>	<i>6</i>	<i>1</i>	<i>-</i>	<i>-</i>	<i>-</i>	<i>-</i>	<i>-</i>	<i>1,734</i>	<i>203</i>	<i>1531</i>	<i>2024-10-24</i>

Program	APA Backlog Detail (Updated 06/05/2025)														Number Pending	Number unacted	Oldest	
	0 to 30 days	31-45 days	46-60 days	61-90 days	91-120 days	121-150 days	151-180 days	181-210 days	211-240 days	241-270 days	271-300 days	301-330 days	331-360 days	over 360 days				
APA Total (Applications and Recerts)	-	137	95	238	214	70	32	6	-	1	1	-	1	1	796	166	630	2023-04-05
APA Applications	-	137	95	238	214	70	32	6	-	1	1	-	1	1	795	166	629	2023-04-05
APA Recertifications	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	0	1	2024-06-10

Alaska Supplemental Nutrition Assistance Program Timeliness													
Month	Non-Expedite Applications			Expedite Applications			Recertifications			Total Initial Application and Recertification Timeliness			
	Total Approvals	Timely Approvals	Performance	Total Approvals	Timely Approvals	Performance	Total Approvals	Timely Approvals	Performance	Total Number of Approvals	Total Timely Approvals	Avg. Processing	Performance
Jul-24	1,057	828	78%	1,270	1,196	94%	1,089	796	73%	3,416	2,820	17	83%
Aug-24	934	628	67%	973	792	81%	759	320	42%	2,666	1,740	20	65%
Sep-24	1,050	657	63%	747	551	74%	749	195	26%	2,546	1,403	27	55%
Oct-24	978	689	70%	522	393	75%	794	191	24%	2,294	1,273	33	55%
Nov-24	847	502	59%	695	458	66%	1,033	184	18%	2,575	1,144	41	44%
Dec-24	846	525	62%	719	379	53%	783	153	20%	2,348	1,057	39	45%
Jan-25	1,077	671	62%	937	600	64%	703	129	18%	2,717	1,400	35	52%
Feb-25	873	540	62%	728	354	49%	520	119	23%	2,121	1,013	40	48%
Mar-25	944	600	64%	939	501	53%	642	183	29%	2,525	1,284	44	51%
Apr-25	1,065	650	61%	1,013	557	55%	574	101	18%	2,652	1,308	46	49%
May-25	991	512	52%	952	591	62%	869	122	14%	2,812	1,225	69	44%
<b>Totals:</b>	<b>5,796</b>	<b>3,498</b>	<b>60%</b>	<b>5,288</b>	<b>2,982</b>	<b>56%</b>	<b>4,091</b>	<b>807</b>	<b>20%</b>	<b>14,938</b>	<b>7,206</b>	<b>45</b>	<b>48%</b>

**Alaska Adult Public Assistance Timeliness Placeholder**  
**In process of developing data collection programming for this metric**

At this time we are experiencing an issue with one of our timeliness data reports not capturing all data points required to generate this metric for the APA program. The division has been able to identify the root cause of the APA data issue. This will take significant programming resources. Once scope of work is outlined a timeline for provision will be included.